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ABSTRACT

This document is the library intern orientation packet for Pfau Library at California State University, San Bernardino. The packet contains the following: (1) a checklist for training; (2) a list of duties for reference services; (3) a list of "things to know" that includes library and employee rules; (4) frequently asked reference questions; (5) an introduction to library instruction; (6) security check guidelines; (7) an introduction to interlibrary loan; (8) an outline of possible special assignments; and (9) a special assignment proposal form. (MES)

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Pfau Library

Intern Handbook

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Barbara Quarton
Internship Coordinator

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Welcome...

You've chosen a great place to practice your librarianship skills, and we're pleased to work with you.

The first two weeks of the quarter will be your training period, so you will not always be working at the Reference Desk during your assigned hours. Your training will consist of an orientation to the campus, the Library, and the Library's resources. You'll have considerable time to become familiar with the print and electronic collections. You'll spend time observing the activities at the Reference Desk.

Your orientation packet includes the following:

- Checklist for Training
- Your Duties and Responsibilities
- Your Reference Desk Schedule
- Roster of Librarians and Staff
- Parking Regulations & Campus Map
- Campus Information & Telephone Directory
- Things to Know
- Frequently Asked Reference Questions
- Intro to Library Instruction Sessions
- Security Check
- Intro to Interlibrary Loan
- Ideas for Special Assignment
- Special Assignment Proposal Form
- Reference Handouts

Checklist for Training

Every day for the first two weeks, you'll do training activities. These supervised activities will prepare you for your work at the Reference Desk.

In addition to your training activities, here is a list of things you need to do during your first couple of weeks here. When you're ready to do each item, let me know, and I'll explain the process.

- Get a Coyote OneCard from PL-031
- Format your card and add money to it
- Get a password for accessing the Reference Homepage (John Baumann, x7352)
- Set up your browser at home to access the databases
- Request an interlibrary loan (book or article, your choice), both in print and electronically
- Familiarize yourself with the Library's web site at http://www.lib.csusb.edu

Part-time reference librarians and interns may use the office in PL 108 to work or study. The computer has both the OPAC and the networked databases loaded on it.

Your Internship Coordinator

I'm the Internship Coordinator for the Library. You'll see me often during your training and at the Reference Desk. We'll also arrange specific dates and times to meet during the quarter. You can call or e-mail me whenever you want. My phone number is (909) 880-7553 and my e-mail address is bquarton@csusb.edu. I hope your experience here is rewarding!

Sincerely,
Barbara Quarton

A Reference Rover...

- Assists patrons in using the Library's Online Catalog, both windows and web-based
- Assists patrons in using periodical databases: EbscoHost and Wilson OmniFile
- Assists patrons in the use of the printer and microform machines
- Answers directional questions
- Assists patrons in filling out ILL forms
- Retrieves Interlibrary Loan materials from the Reference workroom for patrons
- Directs patrons to pertinent handouts

Do not hesitate to tell patrons that you're an intern and refer questions to the reference librarians on duty. Most patrons are very appreciative of this kind of help.

Please keep in mind that you should always consult with the reference librarian on duty when you have questions.

A Reference Intern...

- Does all of the above, and
- Assists patrons in using other electronic resources as needed
- Answers the telephone ("Pfau Library Reference Desk; may I help you?")
- Answers basic research questions
- Retrieves reference materials from behind the Reference Desk and from the Reference workroom for patrons

Do not hesitate to tell patrons that you're an intern and refer questions to the reference librarian on duty. Most patrons are very appreciative of this kind of help.

Please keep in mind that you should always consult with the reference librarian on duty when you have questions.

Things to Know...

- No food or drink is allowed in the Library. Ask students with food / drink to finish it outside the Library.
- Students may not e-mail from reference terminals or "surf the web" *if it's busy*. Direct students to the Computer Lab (Room 1109 in the Wedge) for such Internet use.
- Do not agree to watch people's belongings at the Reference Desk. This is a security issue.
- Reference Desk staff are responsible for security at the front door in the absence of a student worker. See description of security check (p 12).
- Some reference books, depending on their level of usage, may be checked out for 1 hour to overnight, at the discretion of a reference librarian.
- The Reference Desk is not left unattended, except when the librarian is assisting patrons with microforms.
- In-person reference assistance has priority over telephone help. When the Desk is busy, answer the phone and ask the caller to wait just a moment; put on "hold."
- Immediately refer difficult patrons to the reference librarian on duty as diplomatically as possible.
- If the Desk is not busy and one librarian is on duty, interns may go to upper floors to help locate something for a patron.
- If an unusual situation occurs (such as a disturbance of the peace or a report of harassment), and the reference librarian on duty is busy, report the situation to the Circulation staff immediately.
- If an emergency arises (such as a health problem or a fight), and the reference librarian on duty is detained, call Public Safety at x5165.
- Meal break is one-half hour.
- Reliability and punctuality are essential. If you are ill, call Library Administration at 880-5088 by 8 a.m. and Barbara at 880-7553 so that coverage can be arranged. If you are running late, please call and let us know.
- You are entitled to a 15-minute break every four hours. Please time your break when there is adequate Desk coverage.

Frequently Asked Reference Questions

Where do I get my Coyote OneCard?
or
Where do I get my library card?
or
Where do I get my student ID card?

Your Coyote OneCard serves as your student ID *and* your library card. You can get one in the OneCard Office, PL 031, in the basement of the Library.

Where do I get my e-mail account?

In the Computer Lab, PL 1109, next door in the Wedge.

Where is any room / office?

Check in the Campus Directory by department / point out on map.

What is...anyone's phone extension?

Check in the Campus Directory by last name.

Where is the nearest ATM?

There's one in the Student Union and one in the Bookstore.

Where are the public telephones?

Right out the front door and right out the back door.

How do I get to the second-floor classrooms?

Go out the front door and through the wood double doors to your right. Use the stairwell to the second floor classrooms.

How can I get my wheelchair to the second floor classrooms?

Go outside and around to the elevator at the Library's NE corner.

Where can I read my e-mail and do word-processing?

In the Computer Lab, PL 1109, next door in the Wedge.

Where are the magazines / newspapers / journals in the Library?

They are located on the third floor in alphabetical order. Bound periodicals are in the main section, and current periodicals are behind the old elevators.

How much does it cost to print from these terminals?

Eleven cents per page, and you must use a card. Printer accepts no cash.

Where can I get a copy card?

Put a dollar in a copy card dispenser (located on the 1st and 3rd floors). The machine dispenses a card with fifty cents on it. You can add more money.

I heard I can use my Coyote OneCard as my copy card

Yes. First get your OneCard formatted at the Circulation Desk. Then put your card in the copy card dispenser and add bills. You can also insert your card into one of the photocopy machines and add change.

How do I find book reviews?

Look in EbscoHost (subject search by title), Wilson Omnifile (search plus; article type), Book Review Digest, or Book Review Index.

How do I find master's theses or master's projects?

Use the OPAC to do a title keyword search: master's and bernardino; or if you have a department, do a general keyword search: master's and bernardino and social work.

How do I find a psychological test?

Search the Test Locator by keyword.

Where can I find instructions on how to use the different databases?

On the pillar to the east of the research terminals, there are handouts about the Library and instructions on the use of the databases.

Can I use the Library's databases at home?

Yes, if you have a Coyote OneCard and an Internet connection. You must make a one-time change to your browser before you can get to the databases from off-campus. See the instructions to make the change at http://www.lib.csusb.edu/database/remoteaccess.htm

Which Library databases have full-text articles?

EbscoHost, WilsonOmni, Lexis-Nexis, ABI Inform, Newsstand / ProQuest, Wiley Interscience, Muse, J-Stor, IDEAL, GenderWatch, Ethnic NewsWatch, Dow Jones, Table Base

I'm having trouble accessing the databases from home.

Did you make the one-time change to your browser? You can't connect to the databases without doing so. If you still have trouble, call the help desk at x5116.

Which Library databases have full-text articles?

EbscoHost, WilsonOmni, Lexis-Nexis, ABI Inform, Newsstand / ProQuest, Wiley Interscience, Muse, J-Stor, IDEAL, GenderWatch, Ethnic NewsWatch, Dow Jones, Table Base

How do I find an article?

You should use one of the Library's databases. I can show you how. What's your topic?

Which databases work for which subjects?

Any lower-division class -- EbscoHost, WilsonOmni, Britannica Online

Lower-division English -- EbscoHost, WilsonOmni, Literature Resource Center
Upper-division English -- Same as above and Muse, J-Stor, MLA

Upper and lower-division Business -- EbscoHost, WilsonOmni, ABI Inform, Lexis-Nexis, Table Base, Dow Jones, Compact Disclosure (stand-alone), FIS Online

Upper-division Sciences, Math, Business -- Wiley Interscience, IDEAL, MathSciNet

Upper-division Psychology, Sociology -- PsycInfo, Sociological Abstracts, IDEAL, Wiley Interscience, Science Direct, ERIC, Dow Jones

Upper-division History -- Historical Abstracts (World), America History & Life, Muse, J-Stor

Law -- Lexis-Nexis, Wilson OmniFile

News -- Lexis-Nexis, Newsstand / ProQuest, Dow Jones

Education -- ERIC, Wilson OmniFile, J-Stor, MUSE, PsycINFO

Nursing -- Cinahl, IDEAL, Lexis-Nexis

Where is the Reserves Desk?
or
My professor said s/he put some materials on reserve in the Library. Where do I go to get them?

The Reserves Desk is to the left of the Circulation Desk.

Where can I get change?

There are change machines in the photocopy room.

How do I check out books if I'm not a student?

Become a "library associate" for $20 per year ($10 between Jan and June). Go to the Circulation Desk to apply.

I need to find business ratios for a specific company.

There are 3 sources for business ratios in the Reference Workroom: Annual Statement Studies, Industry Norms & Key Business Ratios, and Almanac of Business & Industrial Financial Ratios. Students may borrow these inside the Library; take ID.

I need to compare a company to its industry.

Use Dow Jones Interactive. Choose Company & Industry Center. Type name of company or ticker symbol. On the Company Quick Search Results page, scroll down to and click on the "Comparison Report" link on the right side.

I need the beta for a particular company from 3 different sources.

Use Value Line (Reference Workroom), Standard & Poor's Stock Reports (Ref HG4905.S447), and Dow Jones Interactive (follow instructions for previous question).

How do I find a legal case on my topic?

Use Lexis-Nexis, Legal Research, Case Law, and do a keyword search.

How do I find a legal statute?

Use Lexis-Nexis, Legal Research, Code section, and do a keyword search.

How do I find a case that's based on a statute?

Use Lexis-Nexis, Legal Research, Code section, and do a keyword search. Choose a case; find Notes of Decision for the case. Use Get a Case to locate the case by its citation (not party name).

Please keep in mind that you should always consult with the reference librarian on duty when you have questions.

Partially adapted from Reference FAQ's by Jill Vassilakos-Long

Introduction to Library Instruction

You are welcome to visit Library Instruction sessions. These are classes developed and presented by reference librarians. Classes range in size from 10 to 30, and vary in length from 50 minutes to two hours. Each individual librarian plans and conducts their classes in their own unique style. It will benefit you to observe different librarians conduct classes, as each one has a different method of teaching.

To schedule a visit to an instruction session…

Check the Instruction Schedule on the Reference Homepage.
Choose a session you would like to assist at or observe.
Contact Barbara to request time off the Desk.
Contact the librarian assigned to the session and ask if you may visit.
Consult with the librarian to coordinate your participation in the session

- You may observe, or
- You may act as a rover, assisting students at the computers

After the session, consider writing up your reactions to the session. You may also wish to write a thank you note to the librarian whose class you observed.

Please, be punctual to the session and contact the librarian in advance if you are unable to attend.

Security Check

There is usually a student assistant stationed at the South Entrance to monitor patrons entering and leaving the building. In the absence of a student assistant, it is the responsibility of the staff on duty at the Reference Desk to listen for the activation of the security alarm.

When the security alarm activates...

- Be friendly.
- Never accuse a patron of stealing.
- Immediately walk to the security gate and ask the patron to step inside for a moment.
- Ask the patron
  - if they just checked something out (sometimes the desensitization done at the Circulation Desk didn't work).
  - if there is anything in backpack or pockets that they just bought at the Bookstore (sometimes the Bookstore forgets to remove security devices from their materials).
  - if they have an electronic device that may be interfering with the gate's sensors (cell phone, pager, etc.).
- Ask the patron to remove any of the above materials from their backpack or pockets and put them on the counter.
- Direct the patron to walk back through the security gate without the items they removed from their backpack or pocket. If the gate does not ring, you can assume that the materials on the counter are the culprits.
  - Check the due date on any Library books. If the date is in the future, run the book through the desensitizer. If the date is past, the book is either overdue or the patron is taking the book without authorization.
  - Bookstore items should desensitize when you run them through the machine. If not, see if you can find a security tape on or in the book. (Careful – never desensitize audio, video, or software materials!)
- Thank the student for waiting and for their cooperation.

In the rare event that you find a concealed book

- Ask the patron for identification
- Ask the patron to fill out the Book Security Log form (in the counter drawer)
- Complete your portion of the form
- Put the completed form in Les Kong's box

If the patron has a damaged book

- Ask the patron to fill out the Book Security Log form (in the counter drawer).
- Call Public Safety at x5165 and ask them to come to the Library's South Entrance.

Always consult with the reference librarian on duty when you have questions.

Introduction to Interlibrary Loan

The patron must check the catalog to see if the Library owns the material. If the patron requests an item that the Library owns, the form will be sent back to the patron unfilled.

Interlibrary Loan is available in print (the ILL forms are at the Reference Desk) and electronically at http://www.lib.csusb.edu/service/illmain.htm

Check to make sure that both sides of the print ILL form are filled out.

To supply date of deadline: fill in a particular date or simply ASAP.

ID#: student's Coyote OneCard number (not SS#)

There is no limit to the number of ILL requests a patron may submit; however, if the patron requests more than 10 items at a time, ask them which ones they want processed first.

A request may be submitted for a dissertation. If the lending library has a second copy, they may lend it. Dissertations are also available through UMI Dissertation Services at http://www.umi.com/hp/Products/Dissertations.html for about $30.

The Library only charges for ILL service if the lending library charges a fee. This is rare. However, if a fee is charged, ILL will contact the requestor prior to filling the order.

When a patron asks if their ILL order came in...

- Ask for their last name.
- Check the ILL file (for articles) *and* ILL shelf (for books). Always check in both places. These are arranged alphabetically.
- ILL books must be signed out. Request patron's signature at the bottom of white slip and place the slip in the small box under the ILL bookshelf.
- Point out the due date to the patron. Books must be returned by hand to the Reference Desk. Ask patron to leave the pink sleeve on the book.
- Tell the patron that the book is already checked out for them. They don't need to go to the Circulation Desk.
- If the order has not arrived, find out when they placed the order. Most books take 1 - 2 weeks to arrive; most articles take 5 - 7 days. Refer them to the ILL department at x5093 to check the status of their order.

When a patron returns an ILL book, place it in the large box under the ILL bookshelf.

Special Assignments

In addition to your Reference Desk duties, you may wish to work on a special assignment for the Library. You can choose from the list below, or you can propose a project of your own. The only stipulation is that there must be an end-product for your portfolio and for Library use.

Update the vertical file of campus resources

Collection development research on new reference sources

Develop and deliver a mock library instruction session for the librarians

Create a bibliography / index of resources

- Maps
- Psychological tests
- Legal cases
- Art prints
- Music scores

Write database description and instructions

- MathSciNet
- SPIN
- Medline
- GeoRef
- Grove Dictionary of Art

Create a webliography

- Research tutorials
- Librarianship

Special Assignment Proposal

Intern Name:
Date:

Please describe the work you want to do during your off-desk hours. Attach more sheets if necessary.

What do you want to do?

Do you need any help? What kind?

When do you expect to be done?

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